

## **EXHIBIT "A" OF DIR-SDD-223**

### **COMPUTER SPECIFICATIONS AND PRICING**

#### **A. Overview:**

Contractor shall provide the City with Desktop and Laptop computers under the terms of its contract with the Department of Information Resources (DIR), contract number DIR-SDD-223 with the configurations set out in Exhibit A-1 below, titled, "Computer Configuration Pricing/Discount Matrix." Contractor shall provide the Desktops and Laptops at the prices set out in Exhibit "A-1" for the applicable configuration upon receipt of a City purchase order specifying the number of Desktop or Laptop computers, the configurations for the same at the prices listed in Exhibit "A-1."

#### **B. Definitions**

"Accessories" mean computer components such as monitors, docking stations, mouse, batteries, nylon cases, extra memory listed in Exhibit "A-1" which the City has the option to purchase at prices listed in Exhibit "A-1."

"Acceptance" means approving the Desktop or Laptop for use by the City after testing the computer to ascertain that the software and hardware work according to Contractor's Documentation as set out in Section H of Exhibit "A" below.

"Agreement" means the agreement between Contractor and the Department of Information Resources (DIR), DIR-SDD-223, under the terms of which City is procuring Desktops, Laptops and Accessories and Exhibits "A," "A-1," "A-2" and "A-3" which are incorporated into that Agreement for all purposes and replace Appendices "C" and "D" of that Agreement.

"City" means the City of Houston, Texas, a municipal corporation eligible to buy information technology products through DIR contracts.

"City Purchase Order" means the purchase order issued by the City for deliveries of Desktops and Laptops made by Contractor in response to a written request from Director for a specific number of Desktops, Laptops or Accessories at prices listed in Exhibit "A-1."

"Contractor" means Hewlett-Packard, a Go-Direct vendor of the Department of Information Resources under contract number DIR-SDD-223, under which Contractor agrees to provide the City with Desktops, Laptops and Accessories with configurations or specifications listed in Exhibit "A-1" below and at prices listed in the same Exhibit.

"Director" means the Chief Information Office of the City's Information Technology Department or the City Purchasing Agent, or their designees.

"Desktop" means computers with the configurations in Exhibit "A-1" which the City plans to

purchase from Contractor under DIR-SDD-223 at prices listed in Exhibit "A-1."

"Documentation" means the manual provided by Contractor detailing the design, operations and instructions for using the Desktop or the Laptop to obtain the desired results from the software system on which it is used.

Laptop" means mobile computers with the configurations in Exhibit "A-1" which the City plans to purchase from Contractor under DIR-SDD-223 at prices listed in Exhibit "A-1."

### **C. Most Favored Nation Clause**

If, at any time during the term of the Agreement, DIR-SDD-223, Contractor offers Desktops or Laptops to similarly situated governmental customers who purchase similar quantities of Desktops, Laptops and Accessories that are comparable to the Desktops and Laptops offered to the City and that might be more advantageous to the City because they are better models, better configurations or better priced than the Desktops or Laptops listed in Exhibit "A-1" or Appendix "C" or "D" of DIR-SDD-223, or prices negotiated for Accessories or Equipment under DIR-SDD-223 or as listed in Exhibit "A-1," then Contractor shall notify the Director of the new prices and, if requested by the Director, switch City to the new models of Desktops or Laptops at new prices effective the day of the Director's request. Contractor shall bill the City at the new prices and supply the City with the new Desktops and Laptops effective the date the City is switched to the prices and Contractor's invoices to the City for the new Desktops and Laptops shall reflect the new prices. Further, the new prices shall replace the prices in Exhibit "A-1" for Desktops and Laptops and for any Accessories and Equipment and shall become a part of this procurement by City under DIR-SDD-223 effective the date on which the City is switched to the new prices.

### **D. Computer pricing and performance capabilities**

Contractor agrees to provide the better of the fixed or percentage off Contractor's Internet list price discounts to the City identified for the following Desktop and Laptop configurations in the pricing matrix shown in **Exhibit A-1**. Contractor's pricing set out in Exhibit "A-1" is valid for the first three years from the date the first City Purchase Order is issued to Contractor and both Contractor and City shall revisit the pricing for years four and five to ensure that Contractor provides the City with its best pricing. Additionally, Contractor and City shall meet bi-annually to review the product lifecycles to ensure that Contractor is offering the City with the latest technology as to Desktops and Laptops being provided under contract number DIR-SDD-223. The parties will update the configurations to reflect the latest technology being offered by Contractor. Contractor shall supply orders placed by Director for both large and small quantities of Desktops and Laptops at the then current prices listed in Exhibit "A-1."

Contractor's prices and applicable discounts for Accessories are listed in Exhibit "A-1" and Contractor and Director shall update the prices for such Accessories in the same manner as set out above for Desktops and Laptops.

#### **E. Trade-In and Disposal Costs**

Contractor and City agree that each Desktop or Laptop currently in use at the City is presumed to have some residual value at the time the City replaces such Desktop or Laptop with a new Desktop or Laptop supplied by Contractor under DIR-SDD-223. Contractor shall determine the residual value of each Desktop or Laptop replaced under DIR-SDD-223, based on its specific configuration and the serial number assigned to such Desktop or Laptop by the City. Contractor shall credit the residual value of each Desktop or Laptop the City replaces with new Desktops or Laptops under this Agreement, DIR-SDD-223, by applying such credits to invoices it submits to the City.

In the event Contractor determines that a particular Desktop or Laptop has no residual value, then Contractor shall dispose of all such Desktops and Laptops in compliance with all Federal, State and Local laws. Contractor shall ensure that it destroys all data on the hard drives of the Desktop or Laptop it disposes and such destruction of data shall be in compliance with the Department of Defense requirements. Contractor shall indemnify the City for disposal of all Desktops and Laptops it destroys under this Agreement.

#### **F. Installation Fees**

City shall pay and Contractor shall accept an installation fee of \$39.00 per Desktop or Laptop delivered to the City by Contractor as part of an order from Director for the deployment and installation of 100 or more Desktops or Laptops as set out in Exhibit "A-1." In the event the Director in his order instructs Contractor to deploy and deliver less than a hundred Desktops or Laptops, the City shall use its own IT staff to install the Desktops and Laptops ordered from Contractor and Contractor shall not invoice the City for installation fees for deployments involving less than 100 Desktops or Laptops under this Agreement. Notwithstanding the foregoing, the Director has the option to have Desktops or Laptops deployed in numbers of less than one hundred installed by Contractor at the installation rate of \$44.00 per Desktop or Laptop.

#### **G. Warranties**

1. Contractor's performance shall conform to the professional standards prevailing in Harris County, Texas with respect to the scope, quality, due diligence, and care of the services and products Contractor provides under this Agreement.
2. Contractor shall perform all work using trained and skilled persons having substantial experience performing the work required under this Agreement.  
With respect to any parts and goods it furnishes, Contractor warrants:
  - i. that all items are free of defects in title, design, material and workmanship,
  - ii. that each item meets or exceeds the manufacturer's specifications and requirements for the equipment, structure, or other improvement in which the item is installed,

- iii. that each replacement item is new, in accordance with original equipment manufacturer's specifications, and of a quality at least as good as the quality of the item which it replaces (when the replaced item was new), and
  - iv. that no item or its use infringes any patent, copyright, or proprietary right, and if it does, Section 9(A)(2) of Appendix A of DIR-SDD-223 shall prevail.
3. Three-Year Free Warranty

Contractor warrants that each Desktop and Laptop supplied to the City shall be free from defects in workmanship and materials for a period of three years from the date the Director Accepts each Desktop or Laptop supplied to City under this Agreement. Contractor agrees to repair or replace defective Desktops or Laptops which fail to function for any reason from the date of the Director's Acceptance to the date of expiration of Contractor's three-year free warranty.

4. Fourth-Year Extended Warranty

Contractor shall provide the City with an Extended Warranty of one year from the date Contractor's free three-year warranty expires on each Desktop for an additional price of \$49.00 and at an additional cost of \$125.00 for each Laptop purchased under this Agreement. Contractor warrants that it will replace any Desktop or Laptop which fails to function for any reason during the fourth year of this Extended Warranty. Notwithstanding the foregoing, Contractor warrants that it shall replace with a new monitor any Desktop or Laptop monitor that the Director requests Contractor to replace within 90 days of the purchase of such Desktop or Laptop under this Agreement.

## **H. Acceptance of Installation Services**

Upon Contractor's notice that installation services for Desktops or Laptops have been completed, the City will subject the Desktops or Laptops installed to performance trials designed in accordance with Exhibit "A-3." If the performance trials conducted by the City demonstrate that the installation services do not conform to Contractor's Documentation and the requirements of this Agreement, Contractor will have 30 days to correct the problem(s), at which time the City will have an additional 15 days to test the corrections.

The City will notify Contractor of any non-conformity between the installation services provided and installation requirements set out in Exhibit "A-3" by providing Contractor with documentation of the nonconformity as soon as practicable. Contractor shall handle replacement of defective Desktops and Laptops according to the warranties set out in this Exhibit. Contractor will make reasonable efforts to ensure that City End-Users can continue to use their original computers until the defective Desktop or Laptop is replaced.

The City shall accept the installation services provided when the City End User signs off in

accordance with Exhibit "A-3." If the City rejects the installation services, then Contractor, at no cost to City shall reinstall the City End-User's original computer and return to the City all sums paid to it under Section F, Installation Fees above. The City reserves all other available rights at law or in equity.

#### **I. Personnel of Contractor**

Personnel assigned to a project shall remain a part of the project until completion of the work for the purchase order issued for the project as long as the personnel are employed by Contractor or subcontractor, unless replaced by Contractor or by subcontractor at the request of the City (Department).

#### **J. Delivery of Desktops and Laptops**

Contractor shall ship City's initial and subsequent orders for Desktops and Laptops to the Director at the City installation site identified by the Director in his order, within the number of days from the date of receipt of a City Purchase Order as instructed by the Director in the order issued to Contractor. Contractor's price for Desktops and Laptops includes the cost of shipping the Desktops and Laptops to the City installation site FOB.

#### **K. Risk of Loss**

Unless otherwise specified elsewhere in this Agreement, risk of loss or damage for each Desktop or Laptop supplied passes from Contractor to City upon Acceptance by the City.

#### **L. Term**

This Agreement is effective on the date the Director issues Contractor a Notice to Proceed and expires on May 1, 2010, the date on which the second one-year optional renewal term of DIR contract, DIR-SDD-223 expires.

#### **M. Mutual Termination For Convenience**

The provisions of Section 10 (B)(3) of Appendix A of DIR-DD-223 shall apply to this Agreement.

#### **N. DIR-SDD-223 Terms and Conditions**

All other terms and conditions of DIR-SDD-223 except as amended by these Exhibits A, A-1, A-2, and A-3, shall continue in full force and effect.

## Exhibit A-1 Of DIR-SDD-223

### Computer Configuration Pricing / Discount Matrix

Component / Option	Description	Initial Pricing / per unit*	HP List Price	Discount from List Price
<b>Desktop</b>				
Option 1	dc5750 Microtower + amd Athlon 64 X2 5600+ 2.8 Ghz Processor + 2GB PC2-5300 (DDR2-667) 2x1GB Memory + 160 GB SATA 3.0Gb/s 1st Hard Drive + SATA 16X DVD+/-RW LightScribe 1st Dr + ATI Radeon X1300 Pro 256MB DH Card (dedicated graphics)	515.00	1,515.00	54%
Option 2	dc5750 Microtower + amd Athlon 64 X2 5000+ Processor + 2GB PC2-5300 (DDR2-667) 2x1GB Memory + 80GB SATA 3.0Gb/s 1st Hard Drive + SATA 16X DVD+/-RW LightScribe 1st Dr + ATI Radeon X1300 Pro 256MB DH Card (dedicated graphics)	490.00	1,380.00	54%
Option 3	dc5750 Microtower + amd Athlon 64 X2 4400+ 2.3Gz 65W Processor + 1GB PC2-5300 (DDR2-667) 2x512GB Memory + 80GB SATA 3.0Gb/s 1st Hard Drive + SATA 48X/32X Combo 1st Drive + ATI Radeon X1300 Pro 256MB DH Card (dedicated graphics)	449.00	1,089.00	54%
Option 4	dc5750 Microtower + amd Athlon 64 3800+ + 2GB PC2-5300 (DDR2-667) + 80GB SMART III 3.0Gb/s 1st Hard Drive + SATA CD-RW/DVD +/- RW Combo + ATI Radeon X1300 Pro 256MB DH Card (dedicated graphics)	446.00	1,095.00	54%
<b>Laptop</b>				
Option 1	HP 8710p Laptop + Intel Core2 Duo t7500 8710p Display + 80 G 7200RPM FX 8710 Hard Drive + 17.0 WSXGA+ WVA AG 8710p Display + 2048M 667DDR2 2DM 8710 Module + DVD RW DL LS 8710 Drive + 8 Cell 73 Whr 8710 Battery	\$ 1,089.00	1,974.00	46%
Option 2	HP 8510p Laptop + Intel Core2 Duo T7300 8510p Processor + 80 G 5400RPM FX 8510 Hard Drive + 15.4 WSXGA+ WVA AG WWAN 8510p Display + 1024M 667DDR2 1DM 8510 Module + ATI HD 2600 256MB 8510P Graphicc (dedicated graphics) + 8 Cell 73 Whr 8510 Battery	\$ 999.00	1782%	46%
Option 3	HP 8510p Laptop + Intel Core2 Duo T7300 8510p Processor + 80 G 5400RPM FX 8510 Hard Drive + 15.4 WSXGA+ WVA AG WWAN 8510p Display + 1024M 667DDR2 1DM 8510 Module + ATI HD 2600 256MB 8510P Graphicc (dedicated graphics) + 8 Cell 73 Whr 8510 Battery	\$ 915.00	1632%	46%
<b>Monitor</b>				
Option 1	HP L1906 LCD + Brightness level of 250 nits & contrast ratio of 500:1 + 19-inch viewable screen + 1280 x 1024 native resolution	174.00	251.00	25%
Option 2	HP L1706 LCD + Brightness level of 300 nits & contrast ratio of 500:1 + 17-inch viewable screen + 1280 x 1024 native resolution	145.00	222.00	25%
Option 3	HP L1506 LCD + Brightness level of 250 nits & contrast ratio of 450:1 + 15-inch viewable screen + 1024 x 768 native resolution	157.00	209.00	25%
<b>Misc Equipment &amp; Supplies</b>				
EN488AA#ABA	Docking Station	\$ 155.00	\$ 189.00	17%
GN070AA	HP Mouse / Targus Lock Bundle	\$ 32.00	\$ 39.00	17%
PB993A	8 Cell 52Whr Travel Battery	\$ 123.00	\$ 149.00	17%
DC915A	Topload Nylon Case	\$ 40.00	\$ 49.00	17%
EM994UT	1GB Memory (Notebook)	\$ 59.00	\$ 69.00	14%
PX976AT	1GB Memory (Desktop)	\$ 88.00	\$ 99.00	11%

**Exhibit A-2 Of DIR-SDD-223**  
**Hardware / Software Benchmarks**  
**As of June 29, 2007**

**Desktop Computers:**

Category	Processor	Memory	Fixed Storage	Removal Storage	USB	Monitor	Graphics Adapter
1	Intel Core 2 Duo E6600 / AMD Athlon 64x2 5600+	2 GB 667 Mhz DDR2 SDRAM	160GB SATA 3 Gb/s @ 7200 RPM	16X SATA CD-RW/ DVD+/- RW (double Layer/dual Format)	Front & Rear	19" Flat Panel LCD Viewing angle no Less than 130 degrees Horizontal & Vertical	256MB VGA & DVI port
2	Intel Core 2 Duo E6400/ AMD Athlon 64x2 5000+	2 GB 667 MHz DDR2 SDRAM	80 GB SATA 3 Gb/s @ 7200 RPM	16X SATA CD-RW/ DVD+/- RW (double Layer/dual Format)	Front & Rear	19" Flat Panel LCD Viewing angle no Less than 130 degrees Horizontal & Vertical	128MB VGA & DVI port
3	Intel Core 2 Duo E6400/ AMD Athlon 64x2 4400+	1 GB 667 MHz DDR2 SDRAM	80 GB SATA 3 Gb/s @ 7200 RPM	16X SATA DVD/CD-RWD Combo	Front & Rear	<b>17" Flat Panel LCD Viewing</b> angle no Less than 130 degrees Horizontal & Vertical	128MB VGA & DVI port

**Laptop Computers:**

Category	Processor	Memory	Fixed Storage	Removal Storage	USB	Monitor	Graphics Adapter
1	Intel Core 2 Duo T7500	2 GB 667 MHz DDR2 SDRAM	80GB 7200 RPM	CD-RW/ DVD+/- RW	2 Ports	17" WSXGA+ LCD Display	128MB
2	Intel Core 2 Duo T7300	1 GB 667 MHz DDR2 SDRAM	80 GB 5400 RPM	CD-RW/ DVD+/- RW	2 Ports	15" WSXGA+ LCD Display	128MB
3	Intel Core 2 Duo T7100/	1 GB 667 MHz DDR2 SDRAM	60 GB 5400 RPM	DVD/CD-RW Combo	2 Ports	15" WSXGA+ LCD Display	128MB

**Exhibit A-2 Of DIR-SDD-223 (continued)**

**Hardware / Software Benchmarks**

**As of June 29, 2007**

**Components Standardization**

For any individual purchase order issued by the City, Contractor shall ensure that:

- A. All systems provided have the same exact chipsets within Contractor's product groups;
- B. No production runs contain differing chipsets or require different drivers within that production run;
- C. All systems within Contractor's product group have commonly available replacement parts (power supplies, interface cards, etc.). The production run for each product group should not have dissimilar component parts; and
- D. A standard hard disk image can be used to replicate the configurations on all systems based on each department's standards. The City will be allowed to retain working archive images of the disk images on a DVD.

**Software Standards**

Operating System	- Microsoft XP Professional
Office Products	- MS Office 2007

**Vista Operating System**

Contractor shall supply the City with Desktops and Laptops that run on Windows Vista Premium operating system or are configured to be Windows Premium Vista Premium Ready so that the hardware provided by Contractor is capable of delivering the full benefits of the Vista Operating System, including being capable in terms of core components and premium experiences.



## **EXHIBIT “A-3” Of DIR-SDD-223**

### **Scope of Work for Computer Installation Services**

The City has the option to hire Contractor to perform computer installation services for computers purchased under this Agreement. In the event City hires Contractor to perform installation services, City will issue a purchase order for installation services with a reference to the specific purchase order that was issued to Contractor to purchase the computers under this Agreement.

Contractor shall provide installation services to the City at prices set out in Exhibit “A” above.

Contractor shall meet the following requirements and adhere to the installation procedures defined in this Exhibit for both quantities greater than 100 computers or less than 101 computers:

#### **Requirements:**

1. For each Department: place inventory number into the Complementary metal–oxide–semiconductor (CMOS), setup the computer name according to department specification, and place asset tags according to each department's specifications as system permits.
2. Contractor shall supply two systems for each type of system (excluding laptop) for each department that is proposed (can be part of the purchase). One for testing City Applications and Configurations and one for loading a “Standard Load” of software for Contractor to replicate.
3. Contractor shall provide a Project Manager (PM) to oversee all aspects of deployment and to work with the City’s Project Lead through all phases of the project from pre-deployment tasks to completion of the project. The PM is responsible for providing ongoing communication regarding service progress and for participating in project planning meetings as required, and will have contact with each City Department’s Chief Technology Officer (CTO) or designee.
4. Contractor shall provide an on-site Project Manager to manage all the installation/service activities, to ensure that all City Project Lead requirements are met, and to implement the project plan. The City’s Project Lead will be the primary point of contact on-site during the installation.
5. Contractor shall provide a predefined schedule for the agreed upon services which incorporate critical timelines and milestones to be strictly followed. This will ensure that all necessary steps in the service processes are fulfilled as required. Unless otherwise agreed upon by the Director or City’s Project Lead, Contractor shall perform installation services from Monday through Friday, 8:00am -5:00pm.
6. Contractor shall dedicate and assign adequate personnel to this project to assure that all schedules are met for the duration that Contractor performs City-authorized installation services under this Agreement.

## **Responsibilities of Contractor:**

### **a. Staging/Delivery**

- Store PCs in a central location to the rollout.
- Identify equipment to be redelivered at City Department Location (CDL).
- Apply Inventory information to the outside of each system box in a readable format for verification by City's Inventory Asset Personnel against pre-delivered packing slips.
- Provide inventory data export file per the City requested format. Department's format shown below:

Inventory Information – Contractor shall provide electronic and hard copies of inventory information to respective Department. The format of the Inventory data will be coordinated with Department's Applications Section for importing into the Inventory System.

Inventory will include, but will not be limited to:

Unit Make, Model and Part #

Unit Serial Number

Unit Department Inventory Sticker Number

Unit COH Inventory Sticker Number (if applicable)

Unit MAC Address of Network Interface Card

Unit Computer Name

- Confirm delivery locations, contacts, and schedule with City (Project Lead).
- Sign out the equipment to be delivered/manage inventory report on-going to PM.
- Deliver equipment to correct City Department Location (CDL) – deliver inside to storage location or desk-side as applicable just prior to installation just-in-time (JIT).
- Contractor shall ensure that equipment is transported to the work site from the central storage area specified. City shall not be responsible for moving or transporting any hardware to the installation site.
- Accept/cover risk of loss while equipment is in Contractor's possession.

### **a. De-installation**

- Technician will confirm with End User Customer (EUC) or representative that data has been backed up.
- Disconnect components from old system.
- Disconnect power source.
- Disconnect cable from network jack.

- Record the City (Department) asset tag number, date de-installed, serial number, description, make, model, and part number. Contractor's Field PM will provide this information to both City (Department) designee and Contractor's PM in a mutually agreeable format.
- Obtain signature of Acceptance from City (Department) End User Customer that de-installation has been completed per standard. Contractor's Field PM will forward copies of de-installation documentation to Contractor's PM as supporting documentation for invoicing.
- Pack up de-installed Desktop or Laptop/Docking Station into packaging of new computer if available. Contractor is responsible for returning all de-installed equipment to the respective department's central storage facility.
- Leave the work area "broom clean".

#### **b. Installation**

- Verify receipt and condition of all boxes and components at the desktop/laptop/docking station.
- Verify the availability of customer-provided physical site and power.
- Unpack systems and components.
- Verify product service tag numbers (serial number) match shipping list. If a non-match, contact Contractor's Technical Support group.
- Escalate to Contractor Customer Care for replacement of any item damaged in shipment.
- Setup and connect all peripherals (keyboard, monitor one (1), mouse, etc.) including network cable (if applicable) to Desktop/Laptop/Docking Station.
- Setup and connect external peripherals (maximum three (3) local printer included) to Desktop/Laptop/Docking Station.
- Connect unit to LAN jack with a City (Department) provided patch cable.
- Enter path to existing network printer or connect to local printer as applicable (maximum three (3) printer connections).
- Test printer operation by printing Windows Printer Test Page. Provide a copy of each Test Page as documentation that printing was successful for each installed computer.
- If any error occurs, contact Contractor's Technical Support for further troubleshooting. If a hardware failure is found, Contractor's Technical Support will open a dispatch for service.

- Remove all installation packaging offsite from City (Department) premises either as packing for de-installed PC or as trash removal.
- Execute acceptance documentation and obtain the End User Customer's signature.
- Record the City (Department) asset tag number, date of install, serial number, description, make, model, and part number. Contractor's Field PM will provide this information to both City (Department) designee and Contractor's PM in a mutually agreeable format (determined after award).
- Forward the Acceptance documentation to Contractor's site lead, which will update the site installation spreadsheet of service work scheduled and provide copies to/advise Contractor's PM of Acceptance of the work.
- Leave PC and software documentation with the site contact.
- Leave installation area "broom clean".

**c. Data Transfer to 1 GB (Optional)**

**Note: City is responsible for backing up all data.**

- For Data Transfer, customer data must reside under a single Directory on a customer server with access by Contractor (i.e. My Documents, a "Data Directory or Folder").

**Note: Data transfer does not include transfer of any application files.**

- Contractor will also move user identified files, \*.pst, \*.pab, and MS Internet Explorer Favorites residing in the "My Documents" folder.
- Contractor will copy the contents of the directory to the new PC. When the new Desktop/Laptop/Docking Station is installed, Contractor will copy the data from the City (Department) server to the new PC to a specific directory.

**d. Software Application Load**

- Install customer-supplied shrink-wrapped software.
- Installation not to exceed 15 minutes (Contractor may negotiate additional time to handle data transfers).

**e. Hard Drive Wipe**

- Contractor will certify that the data on the removed equipment hard drive is wiped via software or physical degaussing before they leave the premises.

**Note: Contractor will sign a certification form provided by City affirming that the data wipe or hard drive degaussing has been completed.**

**Responsibilities of the City:**

1. Provide a single point-of-contact, typically Program Sponsor (Department CTO or designee), to work with Contractor.
2. Provide employees to assist Contractor with information necessary to complete the tasks herein.
3. Provide a detailed list of sites containing the number of PC's to be installed prior to installation.
4. Provide Information Systems (IS) support to resolve general and network connectivity issues.
5. Provide access to building(s) and any other facilities Contractor's Team will need to use.
6. CTO (or designee) must cancel any scheduled installs with Contractor's PM at least one business day in advance to eliminate a second install charge.
7. Provide all licensing.
8. Provide all installation discs.
9. Perform random verification of data wipes by customer.

**Dependencies and Limitations:**

Contractor may make the following assumptions, which are critical to the delivery of the services described in this Exhibit:

<b>Description</b>	<b>Facts or Assumptions</b>
Delivery of Equipment to Site	Contractor will provide all tools (carts etc.) necessary to perform the work outlined.
Equipment receiving location	Equipment will be transported by Contractor from storage location to installation site – Contractor assumes risk of loss during transport until installed/accepted.
Data Transfer	Contractor will confirm with end user that data back up has occurred prior to performance.

**Table “A-3” Of DIR-SDD-223  
CITY DEPARTMENTS WHERE COMPUTERS ARE TO BE DEPLOYED**

The following matrix summarizes the *City Departments* that are estimated to place order through Contractor at specified stages of deployment:

<b>DEPARTMENTAL MATRIX, EXHIBIT I</b>						
	Stage/Delivery	De-Installation	Installation	Data Transfer	Software App.	Hard Drive Wipe
<i>HAS</i>	NO	NO	NO	NO	NO	NO
<i>HEC</i>	NO	NO	NO	NO	NO	NO
<i>HFD</i>	YES	YES	YES	YES	YES	YES
<i>HLT</i>	YES	YES	YES	YES	YES	YES
<i>HPD</i>	YES	YES	YES	NO	YES	YES
<i>HPL</i>	NO	NO	NO	NO	NO (XP)	NO
<i>ITD *</i>	YES	YES	YES	YES	YES	YES
<i>MCAD</i>	YES	YES	YES	YES	YES	YES
<i>PWE</i>	NO	NO	NO	NO	NO	NO

*HAS* = *Houston Airport System*  
*HEC* = *Houston Emergency Center*  
*HFD* = *Houston Fire Department*

### ***STAGING ADDRESSES***

#### **HFD = Houston Fire Department Information Technology**

**HFD** – Houston Fire Department  
1205 Dart St  
Houston, TX 77007

*HLT* = *Health*

**HLT – Health Department Information Technology**  
7131 Cullen  
Houston, Texas 77021

*HPD* = *Police*

**HPD** – Houston Police Department/Technology Services  
33 Artesian  
Houston, Texas 77002

*HPL* = *Library (Note: Installation of Operating System only)*

**HPL – Houston Public Library Information Technology**  
500 McKinney Street  
Houston, Texas 77002

## Exhibit “A-3” Of DIR-SDD-223 (Continued)

*ITD \* = Information Technology (and Other Department's)*

**ITD** – Information Technology Department  
611 Walker Annex 1<sup>st</sup> floor  
Houston, Texas 77002

*MCAD = Municipal Courts*

**MCAD** – Municipal Courts Information Technology Department  
1400 Lubbock Street  
Houston, Texas 77002

**The following table summarizes the computer count by department and anticipated deployment rate by contract period. The numbers may vary by +/- 20%.**

**Table B-2**

	Total Count	Avg. Age	Cycle (4 or 5 Year)	FY08 1 Year	FY09 2 Year	FY10 3 Year	FY11 4 Year	FY12 5 Year
<b>HAS</b>	<b>1100</b>	2.3	5	N/A	275	275	275	275
<b>HEC</b>	<b>392</b>	4.4	4	137	78	59	40	78
<b>HFD</b>	<b>1344</b>	5.9	5	537	403	134	135	135
<b>HPD</b>	<b>4750</b>	2.4	5	800	928	928	1166	928
<b>HLT</b>	<b>800</b>	4.8	5	240	200	160	120	80
<b>HPL</b>	<b>1342</b>	3.4	5	402	336	268	201	135
<b>ITD *</b>	<b>2207</b>	4.4	5	662	552	441	331	221
<b>MCAD</b>	<b>475</b>	2.8	4	166	95	71	48	95
<b>PW&amp;E</b>	<b>3500</b>	4.4	5	700	700	700	700	700
<b>Totals</b>	<b>15910</b>	<b>3.9</b>		3994	3742	3036	2841	2297

HP Staffing:

- Representative shall be proficient in speaking and writing English.
- Background Checks – Contractor shall ensure that background checks are done on each employee who will access a City facility or touch one of the pieces of equipment being installed or de-installed. Contractor shall coordinate with City designee to determine the thoroughness of the background checks necessary and will provide all information necessary to complete those background checks.
- Representatives must be well-groomed and appropriately dressed when on-site.
- Personnel assigned to a project shall remain a part of the project throughout the duration of the contract as long as the personnel are employed by Contractor or subcontractor, unless replaced by Contractor or its subcontractor at the request of the City (Department).

- For any unit that is non-boot up, Contractor's tech shall call Contractor's Technical Support and perform initial desk side troubleshooting to resolution or dispatch of a technician on-site. If the problem is resolved while installation tech is on site, the installation will be completed. Tech shall report the incident to Contractor's PM and coordinate a second trip if necessary with the City (Department) and PM. If the system is designated a DOA (Dead On Arrival) by Contractor's Tech Support, tech will advise PM and report unit as a "DOA."

Contractor assumes risk of loss of new equipment during agreed-upon installation services until City (Department's) Acceptance.